

PROJECT OVERSIGHT REPORT

Offender Management Network Information (OMNI)
Department of Corrections (DOC)

Report as of Date:
August 2004

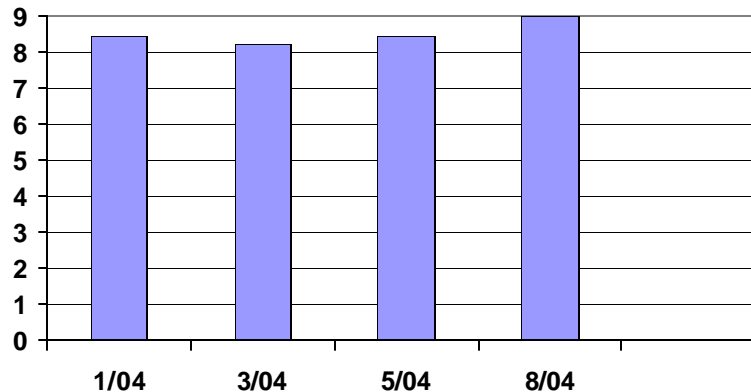
Project Director: Darrell Damron
Executive Sponsor: Joe Lehman

MOSTD Staff: David Koch

Severity/Risk Rating: High (high severity, high risk)

Oversight: Level 3 – ISB

Overall Project Risk Assessment



Staff Recommendations: ISB staff recommends that DOC take immediate steps to mitigate the change of the project manager and other recent key staff changes.

ISB staff recommends that DOC and IBM complete the project schedule and that DOC continue deployment planning for Phase II to allow a critical path to be determined for the project.

ISB staff recommends continued DOC deployment planning with IBM.

ISB staff recommends that DOC provide written response to all unanswered ISB questions by the next ISB meeting.

Variances:

- Schedule: This project is 6 to 8 weeks behind schedule and may not meet the scheduled December 31, 2004 completion date. Also, there is no complete, integrated project schedule.
- Budget/Cost: None.
- Scope: None.
- Resources: DOC may need additional personnel to support testing. Additional personnel will assist in mitigating schedule slippage.

Risks/Mitigation:

1. Schedule

There is not a complete, integrated project schedule.

Mitigation Tasks

- The two project managers continue their efforts to create a fully integrated project schedule. They have also developed project management processes to track and manage the critical, revised schedule. Close coordination is being used to manage the schedule pending completion of all dependencies in the project schedule. The delivery date of “drop 1” was moved to the end of August 2004, and was delivered.

2. Scope

Mitigation Tasks

- A rigorous change management process is being enforced for the new Phase II requirements. It includes an escalation process that culminates with resolution by the Secretary of DOC and an IBM Vice President if necessary. This escalation process has been used successfully with key issues (funding, deployment, and test environments).
- The renegotiated SOW includes resolution of all major outstanding issues including database/application communication or “triggers”, and the delivery of common OMNI functionality known as “Common Services.” These two areas are receiving additional attention due to the need to synchronize OBTS and OMNI until Phase III is completed.
- The external QA is COPLAN and Company from Seattle. COPLAN continues to improve the visibility of Corrective Action Reports (CARS) and to link the CARS to existing project risks, issues, and actions. This effort began with a complete review of previously determined CARS and a complete project evaluation. IBM has appointed a full time QA individual who is working with Coplan. The Coplan QA Report has been provided to the Board.

3. Resources

Mitigation Tasks

- Both DOC and IBM have added personnel to the project team. DOC has appointed a new project director who will be a full time project director and not dual-hatted within the agency. In addition, DOC has replaced their project manager, Rick Walker. Communication between Lori Garriss (IBM project manager) and the new DOC project manager, Bob Scwann, needs to be developed immediately. Any breakdown in communication between the DOC and IBM project managers could prevent the scheduled conclusion of Phase II. Mitigation efforts are underway to assist in this transition.

Background Information

Description: The Offender Management Network Information (OMNI) project, formerly known as the Offender-Based Tracking System (OBTS) replacement project, will replace and improve the legacy systems and applications that the Department of Corrections (DOC) currently uses to monitor and track convicted offenders for the state of Washington. DOC has contracted with IBM Global Services to design four build-and-implement phases for OMNI. Each phase will provide measurable benefits.

The phases are:

- Phase I - Architecture definition, Offender Accountability Plan (OAP), and data warehouse implementation, training, overall application design, and Records and Chronological Entries (Chronos) software detailed requirements design.
- Phase II – Chronos, Records, Sentence Structure and Time Accounting, and Classification (change).
- Phase III – (not funded) Release, Incident Reporting, Disciplinary, Grievance, Resource and Program Management, CCO Workload Assignments, Case Management, End of Sentence Review, Offender Groups, Pre-sentence Investigation, Legal Financial Obligations, Movement/Capacity Management, Inmate Property, Interstate Compact/Border Administration, Offender Schedule, and Detainers and Warrants.
- Phase IV – (not funded) Sex Offender Treatment, Mental Health Records, Chemical Dependency, Community Service, Indeterminate Sentence Review Board, Case File Audit, Inmate Trust Account/Inmate Store/Inmate Gratuity Calculation, Cost of Supervision Billing, Medical and Dental Records, Public Access, and Victim/Witness Notification.

Technology: Using IBM Websphere software, the OMNI application will be delivered to DOC desktop clients via JAVA applets. The system employs the System 390 mainframe platform as an enterprise server and the DB2 database management system for databases and data warehouses.

Budget/Cost: The base budget allocated by the Legislature is \$12.5 million for Phase II (\$9.5 million of which is allocated to the IBM Global Services contract). As mentioned, the Amendment 5 amount included an additional \$3 million to be paid to IBM. The savings incentive fund of \$1.8 million that had been established for change orders was included in the \$3 million (with no additional overall project costs). There have been no payments to IBM for Amendment 5 deliverables. As of July 31, 2004, the total budgeted expenses were \$10.0 million. In addition \$2.5 million was approved in the 2004 Supplemental Budget to be transferred to fiscal year 2005. Total actual expenses were \$10,198,003.